GeoVision

Version 8.12 - System User Guide

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Startup of the GeoVision main program

If the GeoVision software is not running, it can be started up by following the instructions below;

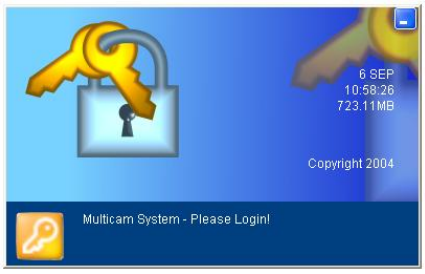
> **(All) Programs > GVXXX > GeoVision GV-XXX System**

Or

Double Click on the GeoVision icon on the Desktop if available

Logging In to System

Click on the ***Key Icon***
Click on ***Login User***
Type the ***ID*** and ***Password***
Click on ***OK***

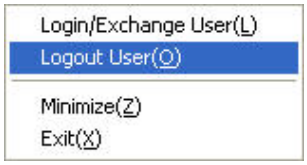


Switch Users on the System

Click on the ***X icon***
Click on ***Login/Exchange User***
Type the ***ID*** and ***Password***
lick on ***OK***

Logging out of the System

Click on the ***X icon***
Click on ***Logout User***



Minimizing the System

Click on the ***X icon***
Click on **Minimize**

Exiting the System

Click on the ***X Icon***
Click on ***Exit***

Recording / Monitoring on the GeoVision system

Recording on GeoVision system is controlled via the Monitor Icon

When monitoring, the system will behave in one of two ways, depending on if the system has been setup for Motion Detection (records motion) recording or Round the Clock (constant recording) recording

Starting Monitoring / Recording

Click on the ***Monitoring Icon***
Click on ***Start All Monitoring***

Stopping Monitoring / Recording

Click on the ***Monitoring Icon***
Click on ***Stop All Monitoring***

Opening the Video Audio Log

Click on the ***Viewlog Icon***
Click on ***Video/Audio Log***

Selecting the Camera

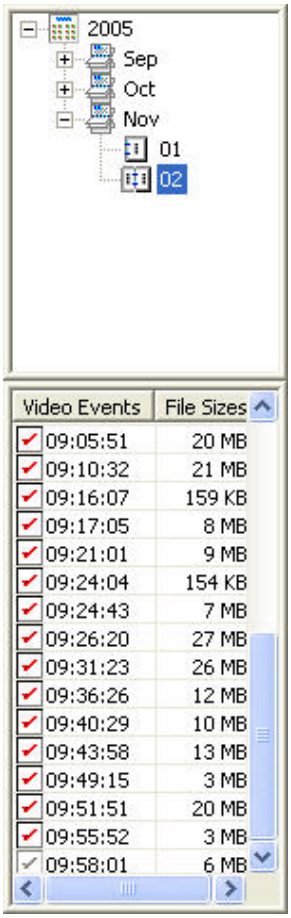
Click on the ***Camera*** drop down list

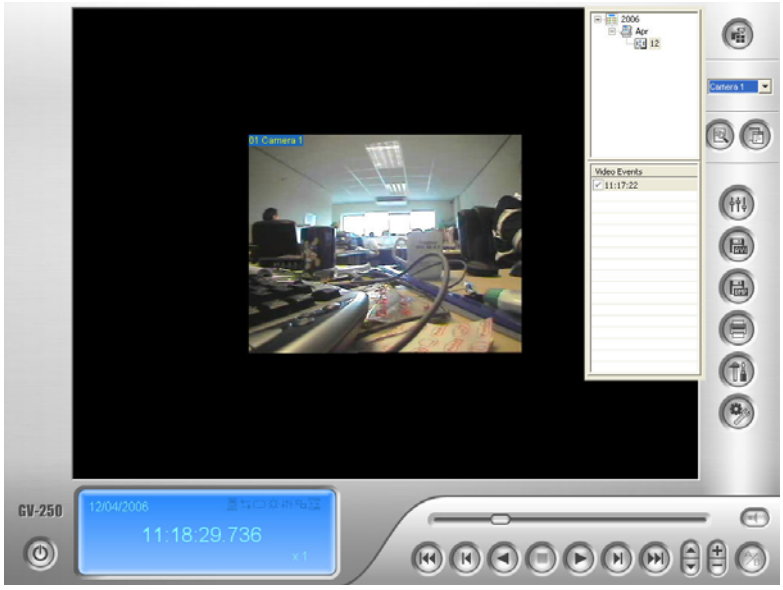
Select the wanted camera

Selecting the Recorded Event

Select the ***Year / Month / Day***
Select the ***Time*** of the ***Event***

Once selected, the event will be viewable in the main playback window





Click on the ***Play Icon***

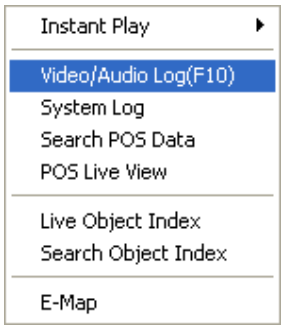
The Playback Toolbar

1 **Reverse Play**
2 **Pause**
3 **Stop**
4 **Start of Event**
5 **Previous Frame**
6 **Next Frame**
7 **End of Event**
8 **Speed Up / Slow Down Playback**
9 **Zoom In / Zoom Out**

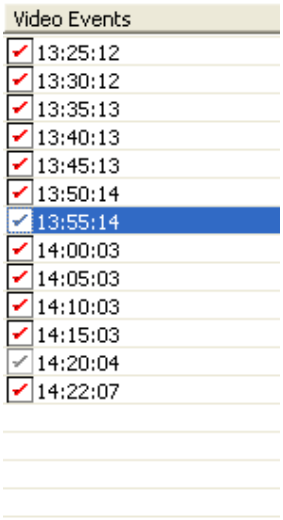
How to Backup an Event to CD / DVD with Nero 7 installed

Click on **Viewlog** Icon

Click on **Video / Audio Log**



Select the Event(s) you want to backup in the Viewlog, by clicking on the event, it will go blue. You can select multiple events by doing the following

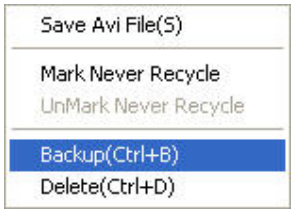


Click on **First event you want**
Hold down the **Shift Key**
Click on the **Last event you are interested in**
All the wanted events should be **highlighted blue**.

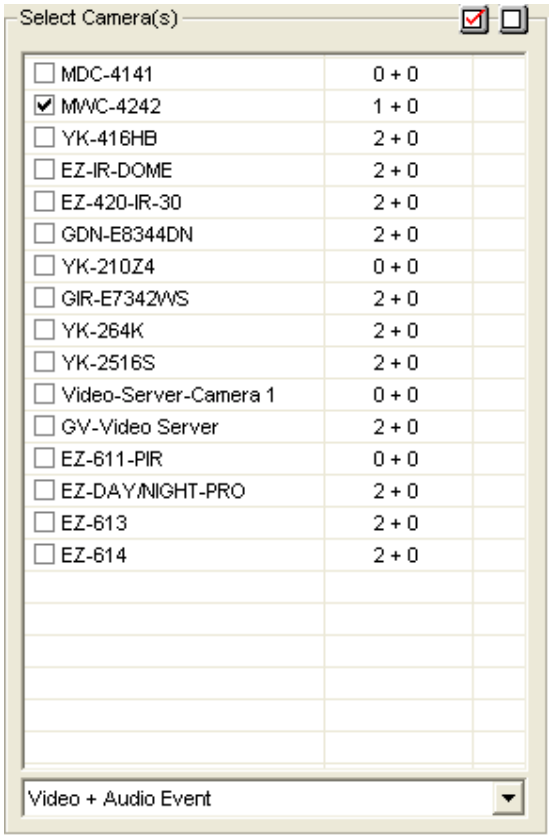
OR

Click on **multiple events**, whilst holding the **CTRL Key**

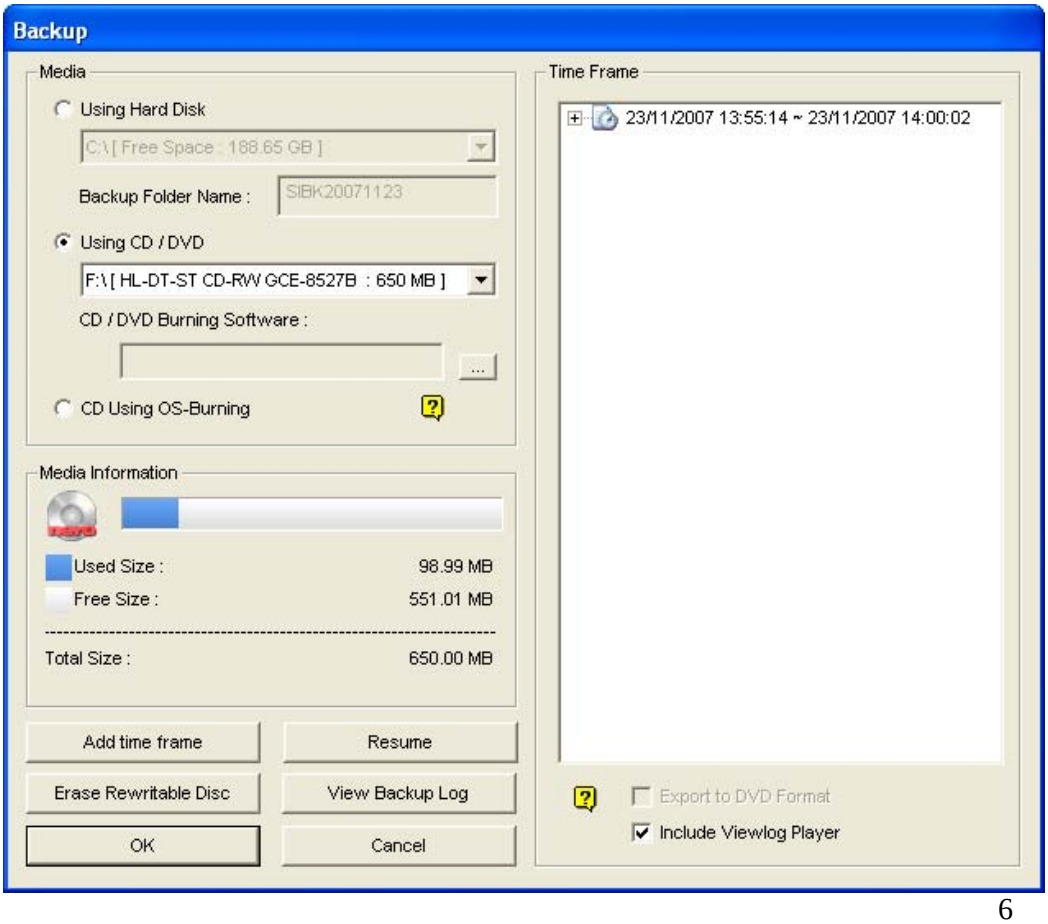
Right Click on the **Event(s)**
Select Backup

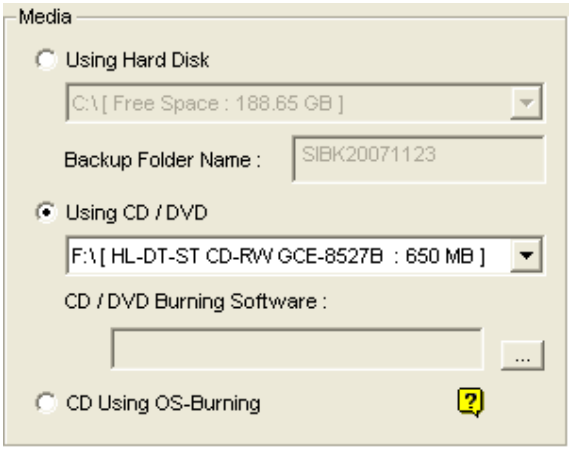


Deselect any cameras that are not wanted on the backup

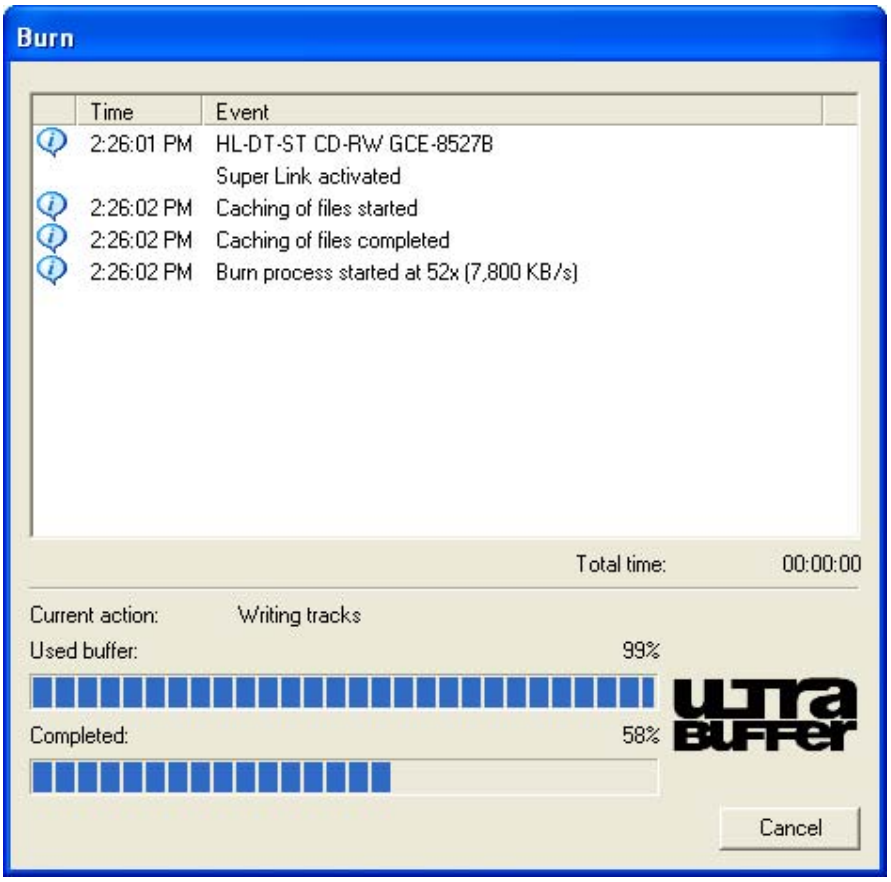

Select Camera(s)
MDC-4141 0 + 0
MWC-4242 1 + 0
YK-416HB 2 + 0
EZ-IR-DOME 2 + 0
EZ-420-IR-30 2 + 0
GDN-E8344DN 2 + 0
YK-210Z4 0 + 0
GIR-E7342WS 2 + 0
YK-264K 2 + 0
YK-2516S 2 + 0
Video-Server-Camera 1 0 + 0
GV-Video Server 2 + 0
EZ-611-PIR 0 + 0
EZ-DAY/NIGHT-PRO 2 + 0
EZ-613 2 + 0
EZ-614 2 + 0
Video + Audio Event

If you want any additional backup periods, then click on **Add Schedule**

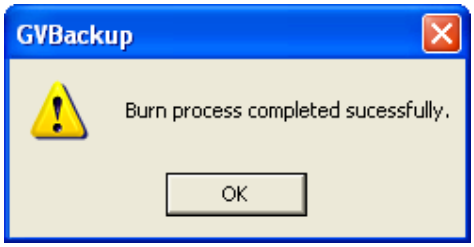




To start the backup, **Insert a blank CD or DVD** and **Click** on **OK**



Once the backup has completed you will get the following message
You may now eject your CD or DVD

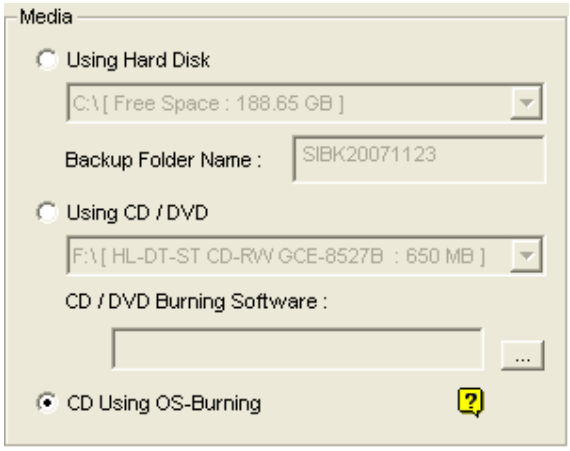


Click on **OK**

How to Backup an Event to CD / DVD without Nero 7 installed

Follow the instructions for the **Nero Backup Procedure** until the Media selection.

Select "**CD Using OS Burning"** from under **Media**



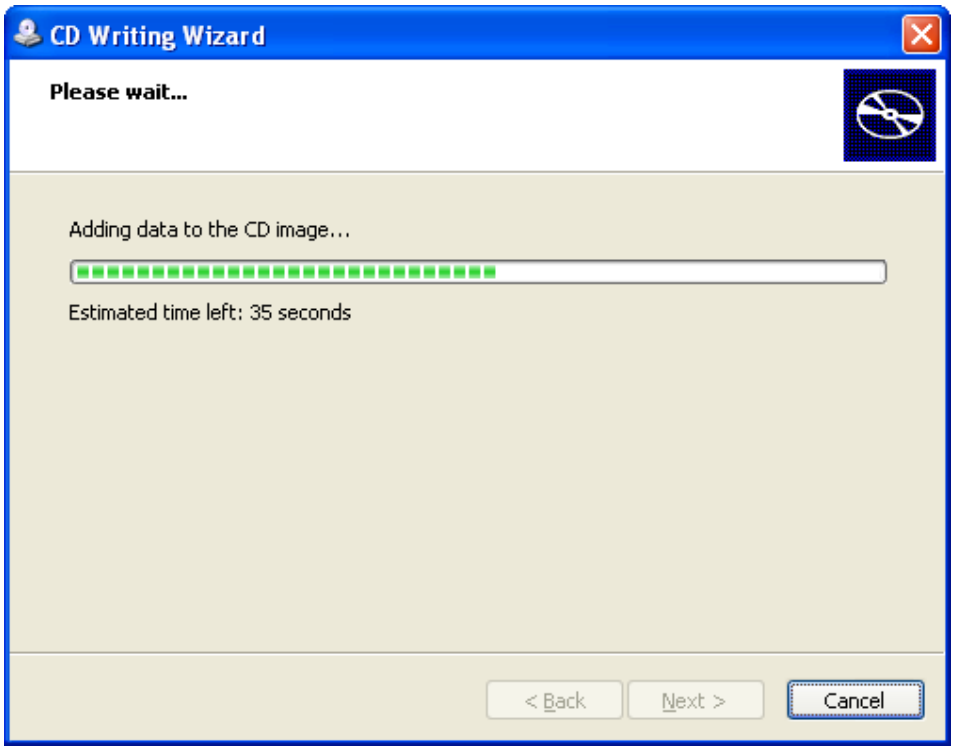
To start the backup, **Insert a blank CD or DVD** and **Click** on **OK**

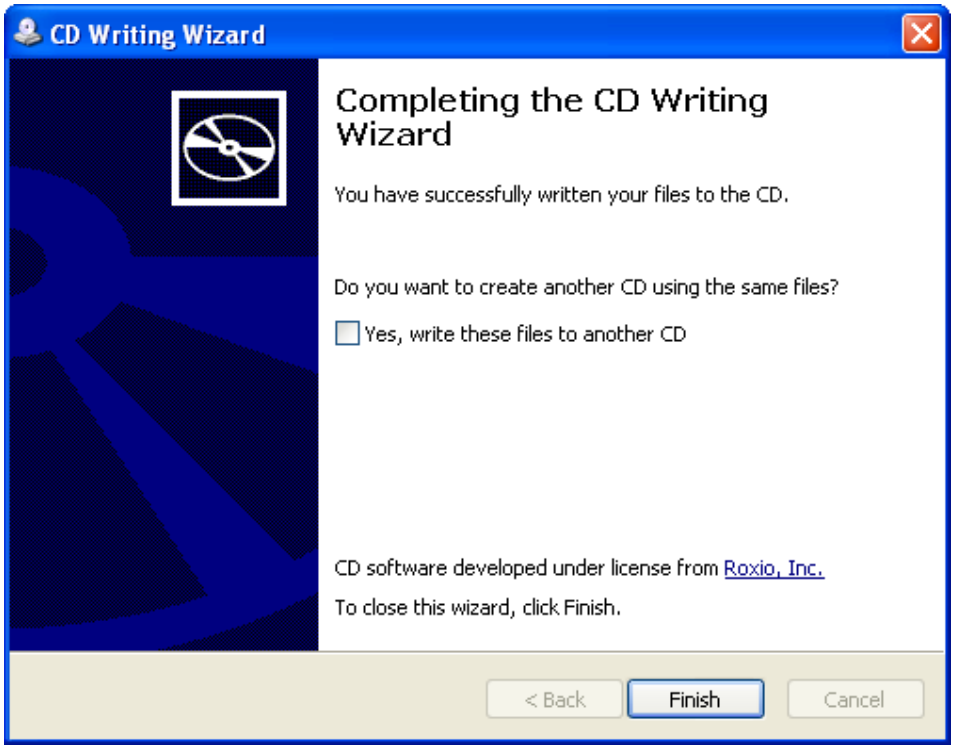
Give your Backup CD / DVD a name

CD Writing Wizard
Welcome to the CD Writing Wizard
This wizard helps you write, or record, your files to a CD recording drive.
Type the name you want to give to this CD, or just click Next to use the name below.
CD name:
GV Backup
New files being written to the CD will replace any files already on the CD if they have the same name.
Close the wizard after the files have been written
< Back
Next >
Cancel

Click on **Next**

The CD Writing Wizard will build the image



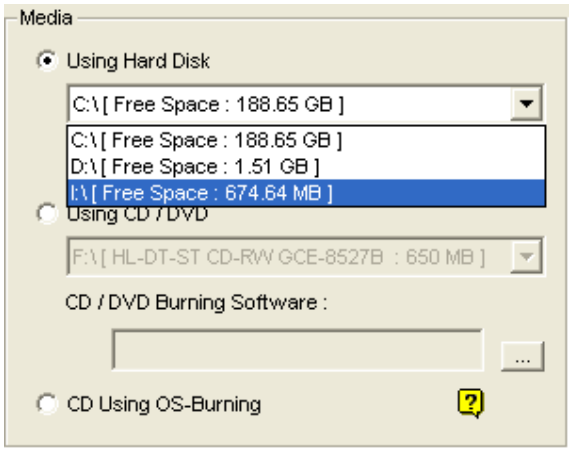

CD Writing Wizard
Completing the CD Writing Wizard
You have successfully written your files to the CD.
Do you want to create another CD using the same files?
Yes, write these files to another CD
CD software developed under license from Roxio, Inc.
To close this wizard, click Finish.
< Back
Finish
Cancel

The Backup is now completed
You may now eject your CD or DVD
Click on **Finish**

How to Backup to a Removable USB Disk

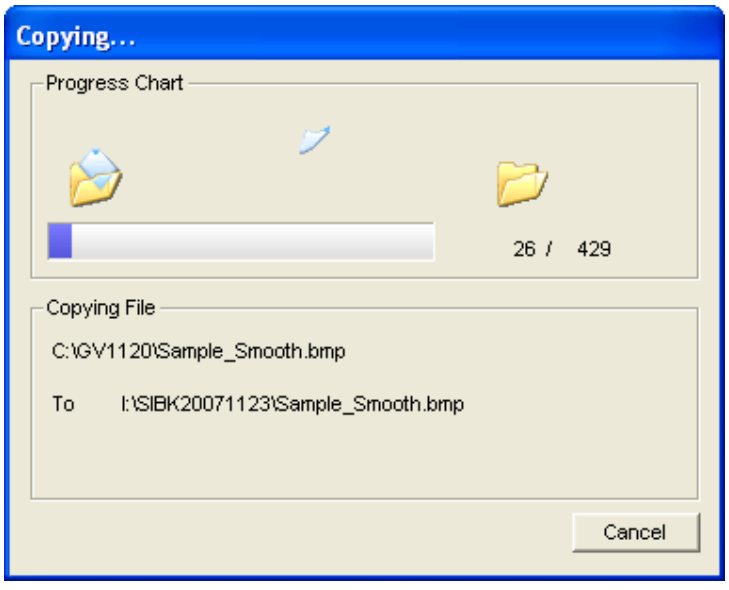
Follow the instructions for the **Nero Backup Procedure** until the Media selection.

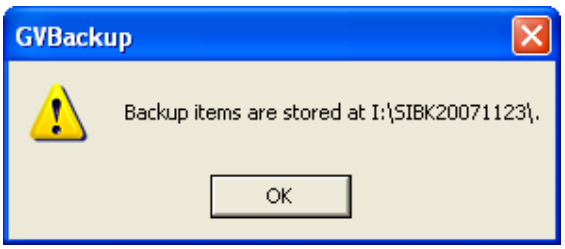
Select "**Using Hard Disk"** from under **Media**
Select the **Drive Letter** of the removable drive from the drop down list


Media
Using Hard Disk
C:\ [Free Space : 188.65 GB]
C:\ [Free Space : 188.65 GB]
D:\ [Free Space : 1.51 GB]
I:\ [Free Space : 674.64 MB]
Using CD / DVD
F:\ [HL-DT-ST CD-RW GCE-8527B : 650 MB]
CD / DVD Burning Software :
...
CD Using OS-Burning

To start the backup **Click** on **OK**

The files will be copied to the target location





Once completed the above window will appear

Playback of the CD / DVD on another PC

Insert the **CD**
The CD should **Autorun** and run the **Viewlog** application

If the CD fails to Autorun,;

Open My Computer
Open the **CD / USB**
Open EZViewlog500.exe

Version 8 Keylock Guide

Introduction

The GeoVision Key Lock Utility is a feature of GeoVision to avoid accidental and deliberate misuse of the system.

Below is the Key Lock Screen in use. The Windows START button and menu are replaced with the Key Lock Interface.

There are 5 icons along the bottom of the screen.

1 2 3 4

1 Applications
From this icon you can launch all GeoVision and user specified applications

2 Settings
From here you can disable Key Lock & add programs to the Application List

3 Logout
From this icon you can logout of the GeoVision system

4 Shut Down
From this icon you can shut down the GeoVision system

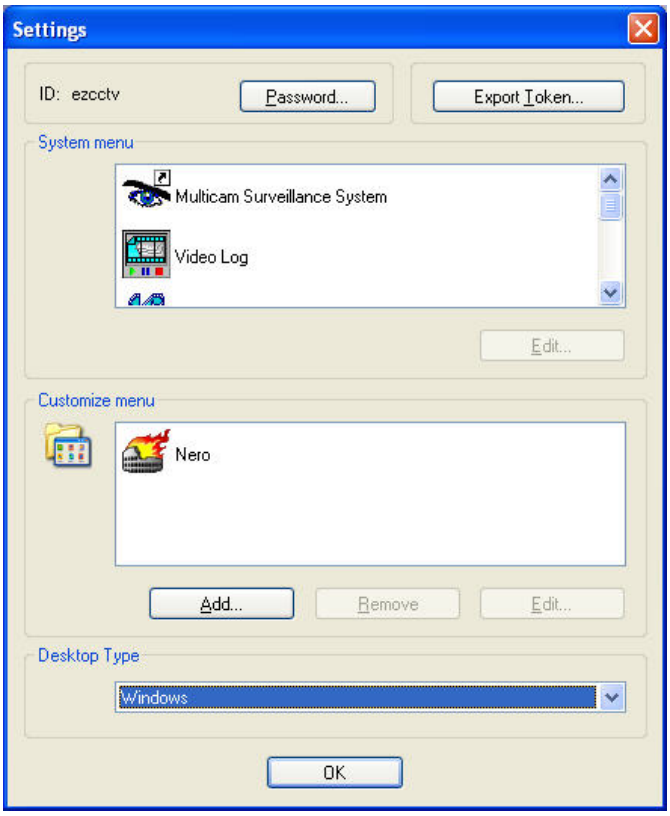
5 Task Manager
From here you can view all open applications and switch between them

Disabling Key Lock Utility

You may want to disable the Key Lock Utility to access the Windows Desktop Interface, for network configuration etc.

To Disable the Key Lock Utility please follow these instructions:

1. **Click** on the **Settings** Icon
2. **Enter** Supervisor **ID** and **Password**, **Click OK**
3. Change **Desktop Type** to **Windows** from **Multicam**



4. **Click** on **OK**
5. **Click** on the **Logout** icon
6. **Enter** Supervisor **ID** and **Password**, **Click OK**
7. **Logon** to **Windows** with your **Windows Username** and **Password**
8. **The Key Lock Utility is now disabled.**

Starting the Key Lock Utility

Follow the instructions below to start the Key Lock Utility

1. Go to **START>Programs>GVxxx>Key Lock Utility**

2. **Click** on the **Settings** icon

3. **Enter** Supervisor **ID** and **Password**, **Click OK**

4. Make sure **Desktop Type** is set to **Multicam**

5. **Click OK**

Version 8 WebCam Setup Guide

Introduction

In order to use the WebCam feature of GeoVision there is an amount of configuration that needs to take place. As no one sites network or Internet connection are truly alike, it is difficult to write a definitive WebCam setup guide. This document will give example on widely used hardware, and hopefully give you the tools you need to configure the WebCam on an unlisted router.

Explanation of terms and technologies

WAN
Wide Area Network – For the purposes of this document you can substitute WAN for Internet, as in WAN (Internet) side of your router.

LAN
Local Area Network – Local network of PCs and network devices. To be used as LAN side of your router.

Ports
Internet traffic travels though ports. This method is used, as it can identify what sort of data the TCP packet is carrying. For instance web browsing uses port 80, email uses port 25 etc.

GeoVision uses the ports listed below for WebCam

80 HTTP Port
For the WebCam Interface in Internet Explorer (all web pages by default use port 80). When you use Internet Explorer it silently adds ":80" to the end of the webpage address, try it yourself
www.ezcctv.com is the same as www.ezcctv.com:80

4550 Command Port
For the commands that are sent between the interface and the GeoVision system

5550 Data Port
For the Video Stream

5552 Remote View
For the Remote ViewLog

6550 Audio Port
For the Audio Stream

TCP
Transmission Control Protocol – The protocol used to guarantee that packets of data get to the correct destination, and that they are received in the correct order.

ADSL / Cable Modem
These are usually USB devices that the computer sees as a traditional dial up connection. The PC has to "dial" the Internet connection, the connection is always available, but not always connected.

ADSL Modem Router (Gateway)
These are becoming more and more common. Most ISPs now give the user a router rather than a modem.

Routers are usually connected to your computer via an Ethernet cable. A router is a device that sits between a LAN (Local Area Network) and the Internet.

Routers are far more advanced that ADSL modems, and offer the following benefits:

- Enhanced Security via a hardware firewall
- Improved connections speeds
- Always on Internet connection
- Superior reliability

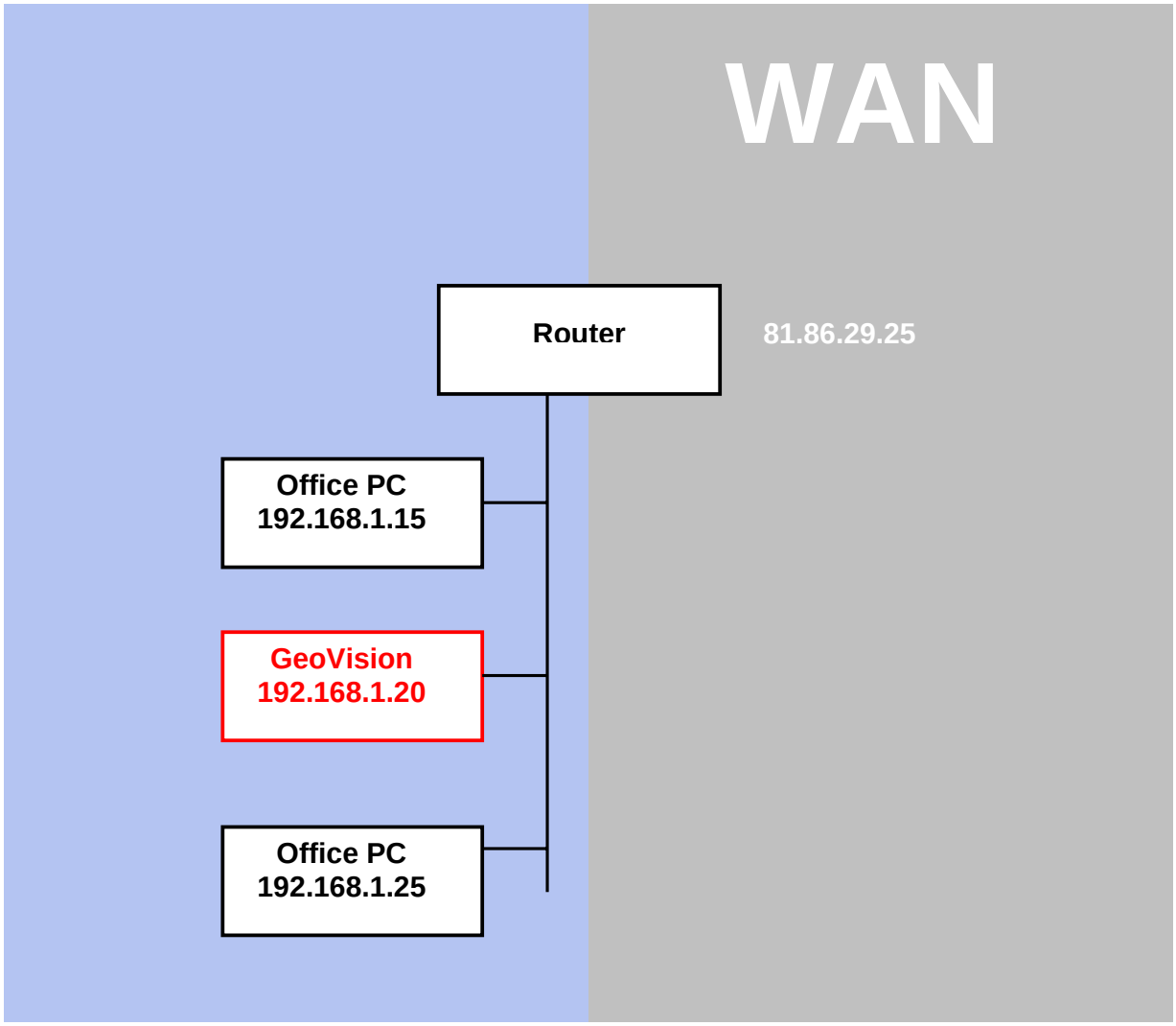
If you have a router, all traffic coming from that network going to the Internet, appears to come from the same IP address (Your Internet or WAN IP Address). Some setups will have a network of PCs sharing the Internet connection, rather than just one PC

Firewall
Either a piece of hardware (usually part of a router) or software used to limit unauthorized network connections into a network or computer.

Port Forwarding
Port Forwarding can also be referred to as Port Redirection, Virtual Servers or NAT (Network Address Translation). They all fundamentally do the same thing.

When you want to view your cameras, using the GeoVision WebCam feature, you open Internet Explorer and enter the WAN IP address of your router. As there may be many systems behind the router, we need to tell the router where to forward the Internet Explorer (WebCam) traffic to.

The reason for configuring the router is not just one of security, when you connect to the WAN IP address of your router, it does not know where to direct that traffic. Take the example below, there are several PCs on the network, without port forwarding, the router does not know where to send the packets.

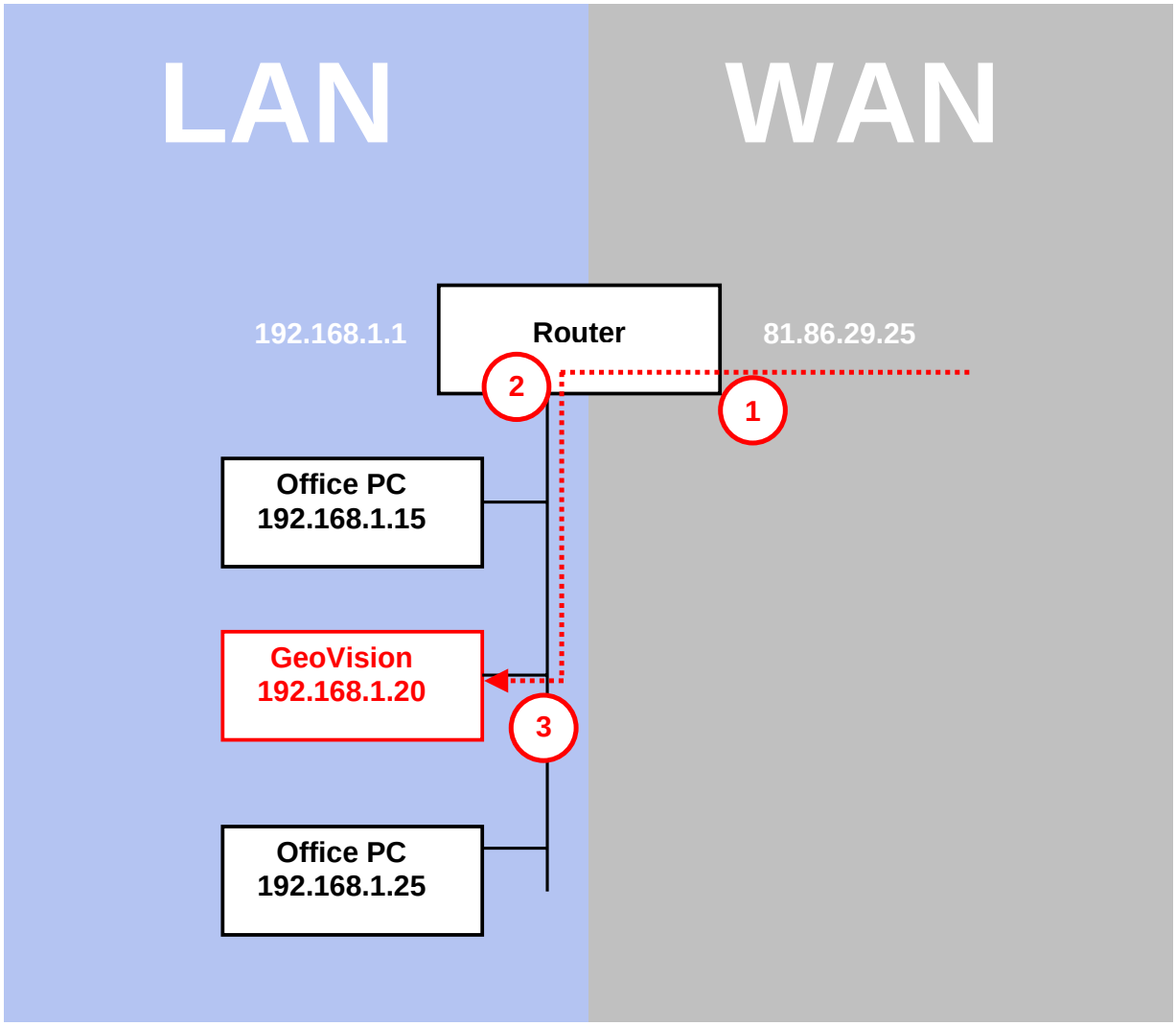


We need to tell the router to forward all GeoVision ports through to the LAN IP address of the GeoVision system.

Within the router we have configured a routing table like the one below.

EXTERNAL PORT	INTERNAL PORT	LAN IP ADDRESS
80	80	192.168.1.20
4550	4550	192.168.1.20
5550	5550	192.168.1.20
5552	5552	192.168.1.20
6550	6550	192.168.1.20

When traffic hits the WAN side of the router using any of the ports listed, it looks for preconfigured routes (or forwards) and applies them, see the diagram below



1 The router is hit by the request from the remote Internet Explorer for port 80, 4550, 5550 and 5552 (also 6550 is using audio)

2 Router looks up the ports being requested, within it's lookup table, if it finds a corresponding entry, then it will forward the traffic

3 The traffic has been successfully forwarded to the GeoVision system (192.168.1.20)

Configuration

Windows XP Firewall / Software Firewall

Windows XP comes with a built in software firewall. By default the Windows XP firewall will block any incoming TCP connections.

You can download Windows XP Firewall configuration scripts from the download area of our website, available at http://www.ezcctv.com/software-download.htm
To run them, download the appropriate file for your card, unzip the file, and run the batch file. Links to the files are listed below.

N.B.
These files will only work if you have installed GeoVision to the default install directory, i.e. C:\GVxxxx

GV250

GV600

GV650

GV800

GV900

GV1000

GV1120

GV1240

GV1480

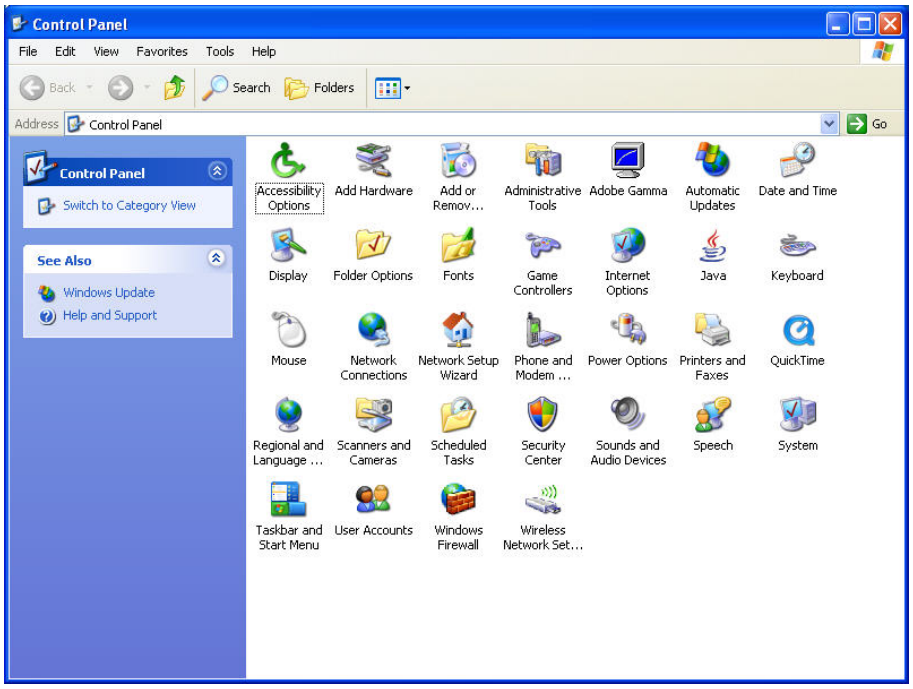
If you have installed GeoVision to an alternative directory, you will need to create exceptions for the following.

Applications

[GeoVision Install Directory]bcasttcp.exe
[GeoVision Install Directory]audioserver.exe
[GeoVision Install Directory]ccserver.exe
[GeoVision Install Directory]dmmcast.exe
[GeoVision Install Directory]rpbsvr.exe
[GeoVision Install Directory]webcamserver.exe
[GeoVision Install Directory]tcpsvr.exe
[GeoVision Install Directory]dmwebcam.exe
[GeoVision Install Directory]twinserver.exe

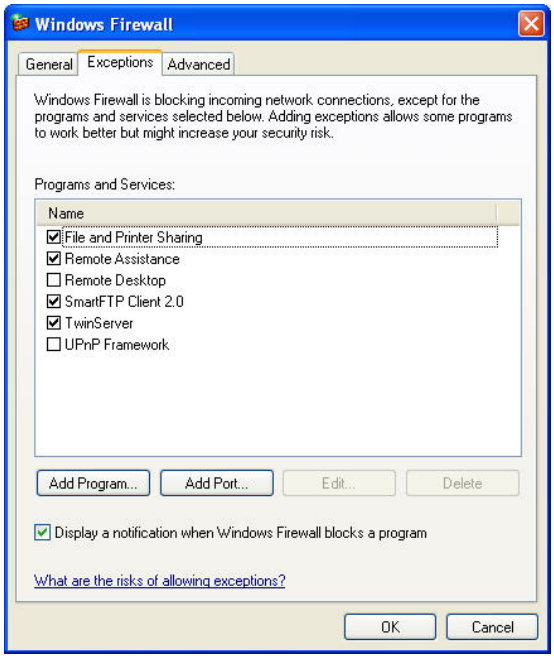
To create exceptions to the Windows XP firewall, you need to do the following:

1. Enter Control Panel



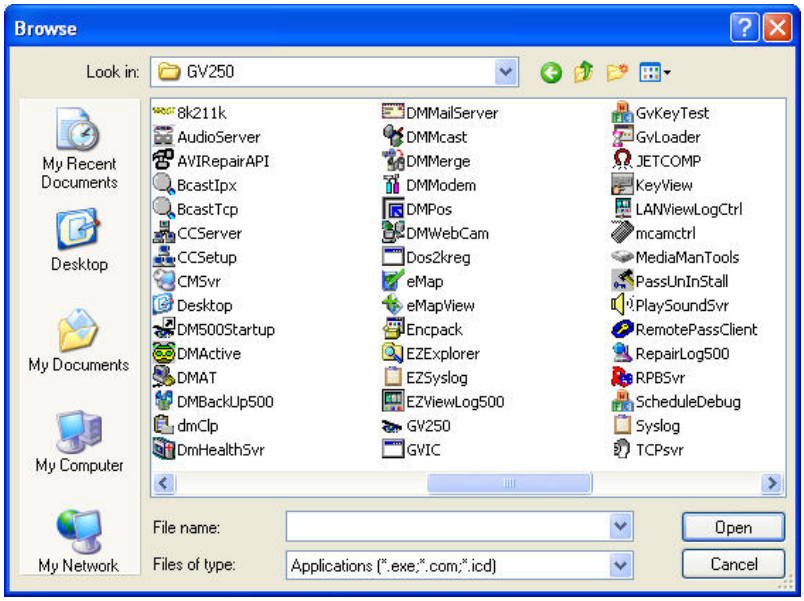
2. Double Click on Windows Firewall

3. Click on the Exceptions Tab



To add a Program Exception

1. Click on Add Program
2. Click on Browse
3. Navigate to the GeoVision install directory
4. Select the first program in the list above

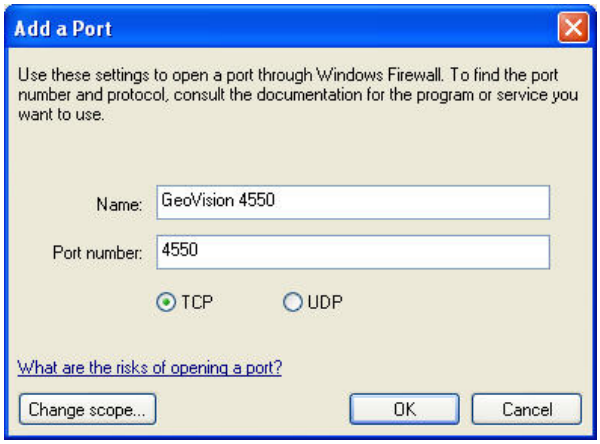


5. Click OK
Repeat steps 1 to 5 for each program in the list above

Ports
80
4550
5550
5552
6550

To add a Port Exception

1. Click on Add Port


Add a Port
Use these settings to open a port through Windows Firewall. To find the port number and protocol, consult the documentation for the program or service you want to use.
Name:
GeoVision 4550
Port number:
4550
TCP
UDP
What are the risks of opening a port?
Change scope...
OK
Cancel

2. Give the port a name
3. Enter the first port number in the list above
4. Make sure that TCP is selected
5. Click OK
Repeat steps 1 to 5 for each of the ports listed above.

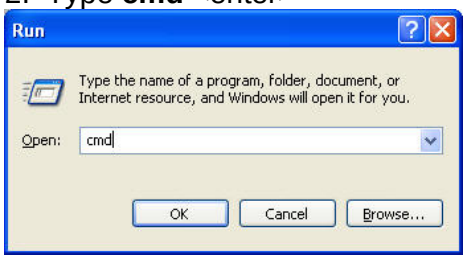
If you are using a software firewall other than Windows XP, please check your documentation about creating exceptions.

Assigning a Static LAN IP address to your GeoVision system

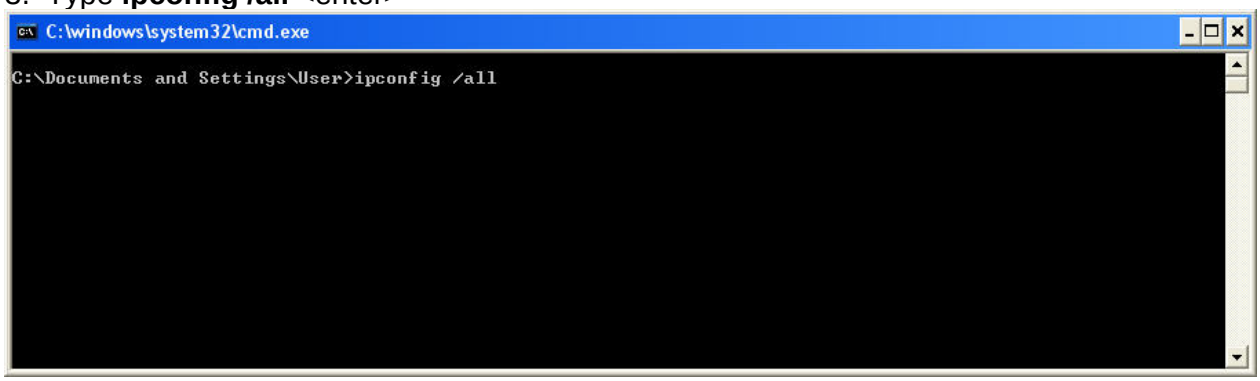
When you connect your PC to your router, it will obtain an LAN IP address. The address your router assigns to your PC may not always be the same. It is important that your GeoVision PC has a static LAN IP address, as we will be setting up port forwarding.

To find out the IP address of your GeoVision PC

1. **START > Run**
2. Type **cmd** <enter>

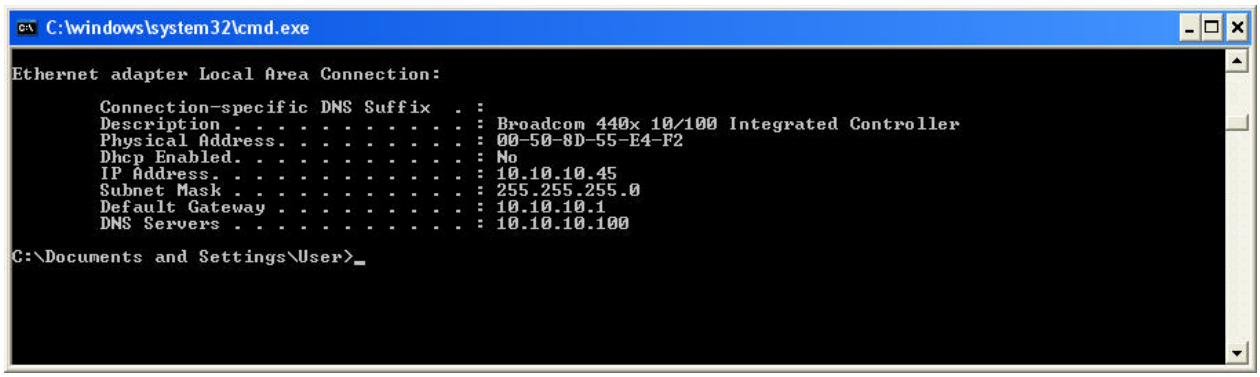


3. Type **ipconfig /all** <enter>



4. Make a note of your:

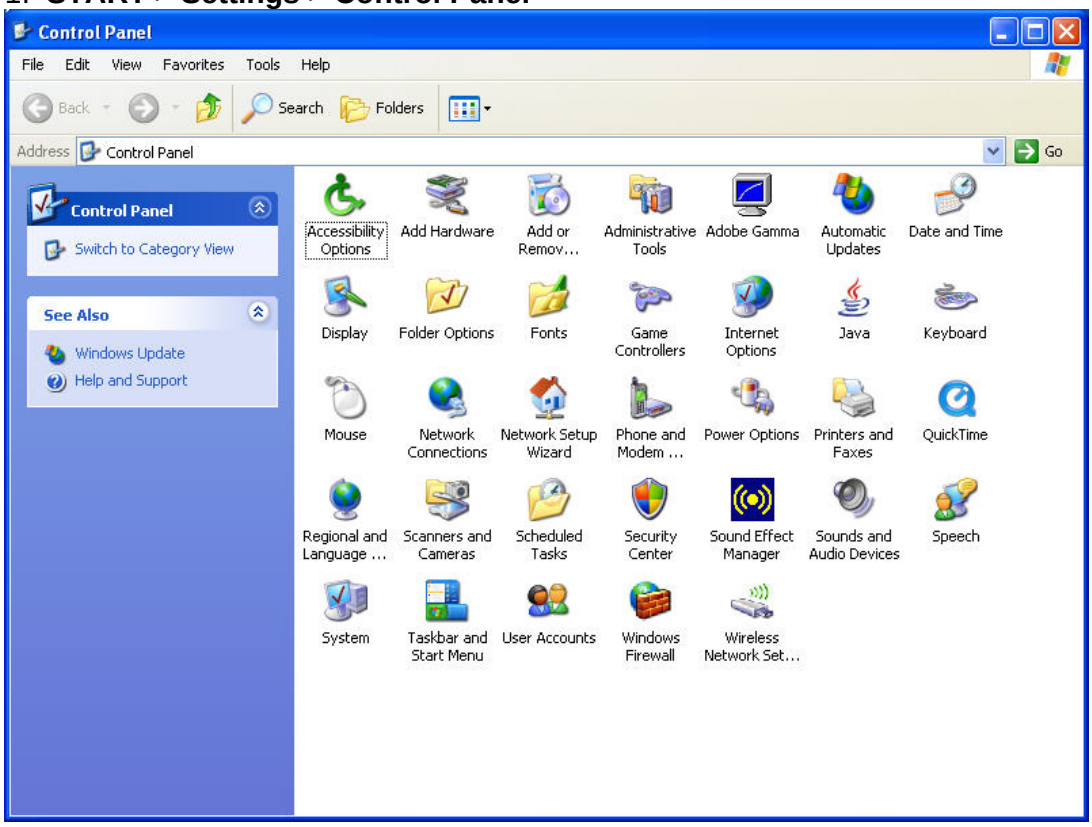
- IP Address
- Subnet mask
- Default Gateway
- DNS Servers


C:\windows\system32\cmd.exe
Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix . :
Description . . . . . : Broadcom 440x 10/100 Integrated Controller
Physical Address. . . . . : 00-50-8D-55-E4-F2
Dhcp Enabled. . . . . : No
IP Address. . . . . : 10.10.10.45
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 10.10.10.1
DNS Servers . . . . . : 10.10.10.100
C:\Documents and Settings\User>

5. Type **exit** <enter>

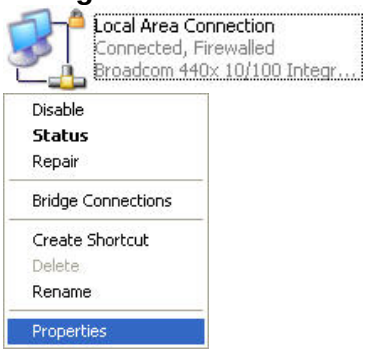
Setting your LAN IP address to a static address

1. **START > Settings > Control Panel**

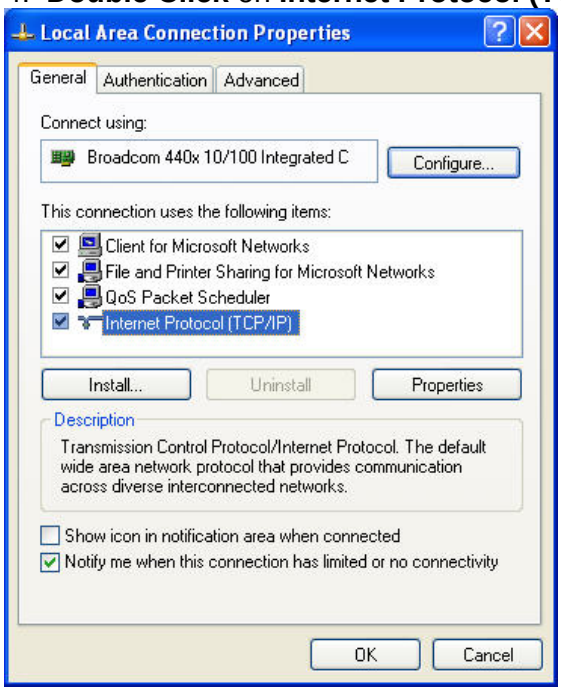


2. **Double Click** on **Network Connections**

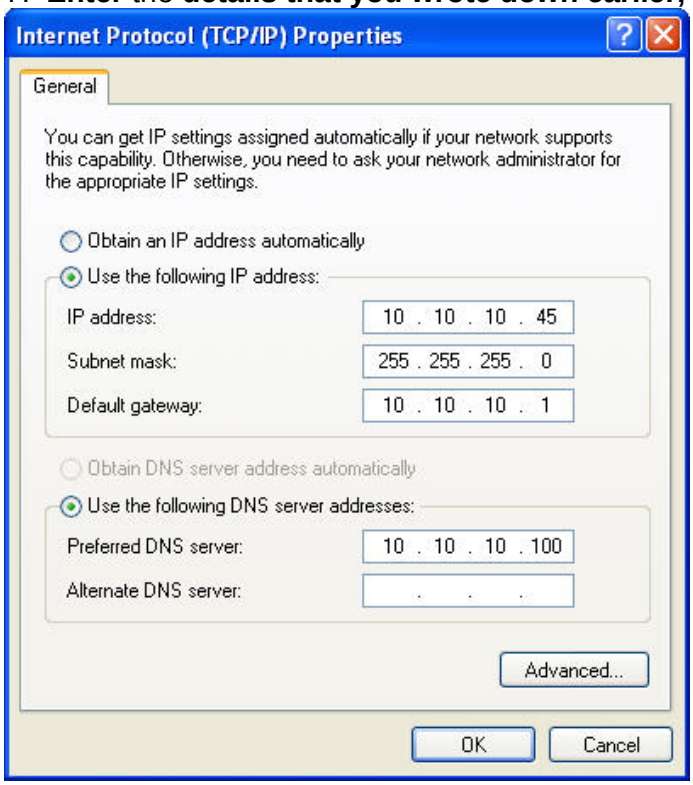
3. **Right Click** on the **Local Area Connection** and **Click** on **Properties**



4. **Double Click** on **Internet Protocol (TCP/IP)**



5. You will see on this screen that there is a dot next to **Obtain IP address automatically**. If your setup has a dot next to **Use the following IP address** then you are already setup or a static IP address, and you do not need to follow the instructions below.
6. **Click** on **Use the following IP address**
7. **Enter** the **details that you wrote down earlier, filling in all fields**


Internet Protocol (TCP/IP) Properties
General
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address: 10 . 10 . 10 . 45
Subnet mask: 255 . 255 . 255 . 0
Default gateway: 10 . 10 . 10 . 1
Obtain DNS server address automatically
Use the following DNS server addresses:
Preferred DNS server: 10 . 10 . 10 . 100
Alternate DNS server:
Advanced...
OK
Cancel

8. **Click OK** on all open screens to exit this setup menu.

N.B.
Now is a good time to test your Internet connection, this can be done easily by opening Internet Explorer and browsing for a webpage. If your test fails, please recheck all entries in the screen above.

Examples

Examples of router configuration

All routers are different, in this section we will go through the setup of 3 common routers. If your router is not listed, then a very good resource is www.portforward.com.

They have detailed guides for the GeoVision setup for most routers, you can go to:
http://www.portforward.com/english/applications/port_forwarding/GeoCam/GeoCamindex.htm
These guides include the ports 21 and 3389, these are optional and are not necessary for GeoVision WebCam

All of the following setups will assume that the following IP addresses, you will need to use your own IP address found in the section above.

IP Addresses

Router
IP address 192.168.1.1

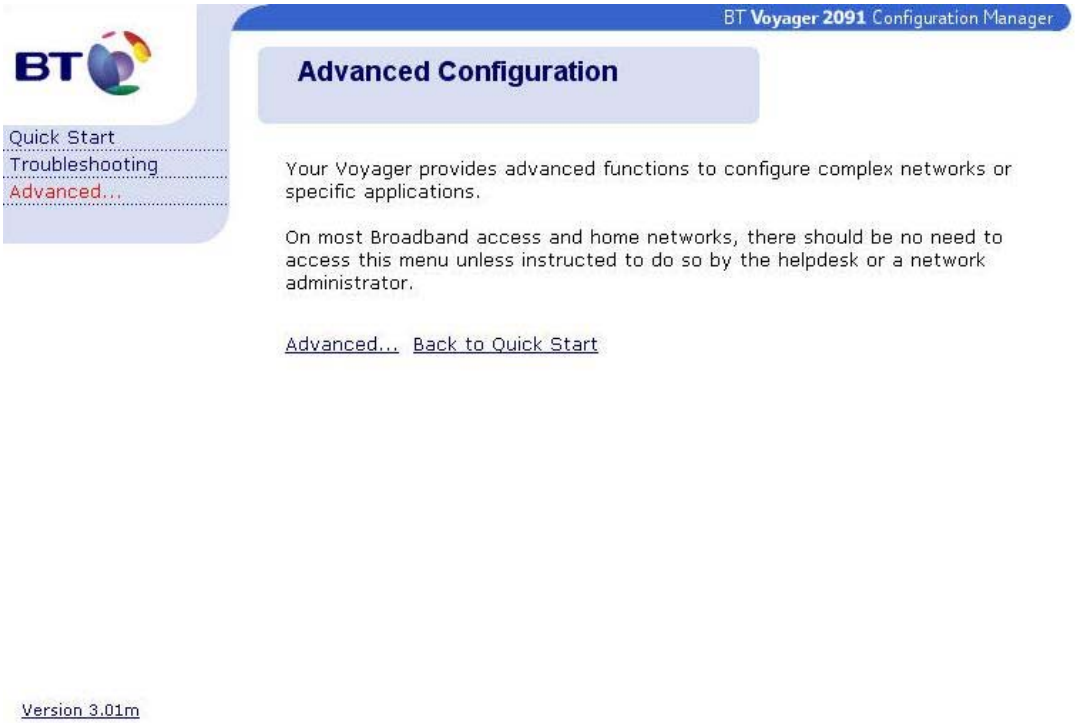
GeoVision System
IP address 192.168.1.2

Example 1
BT Voyager 220V / 2091

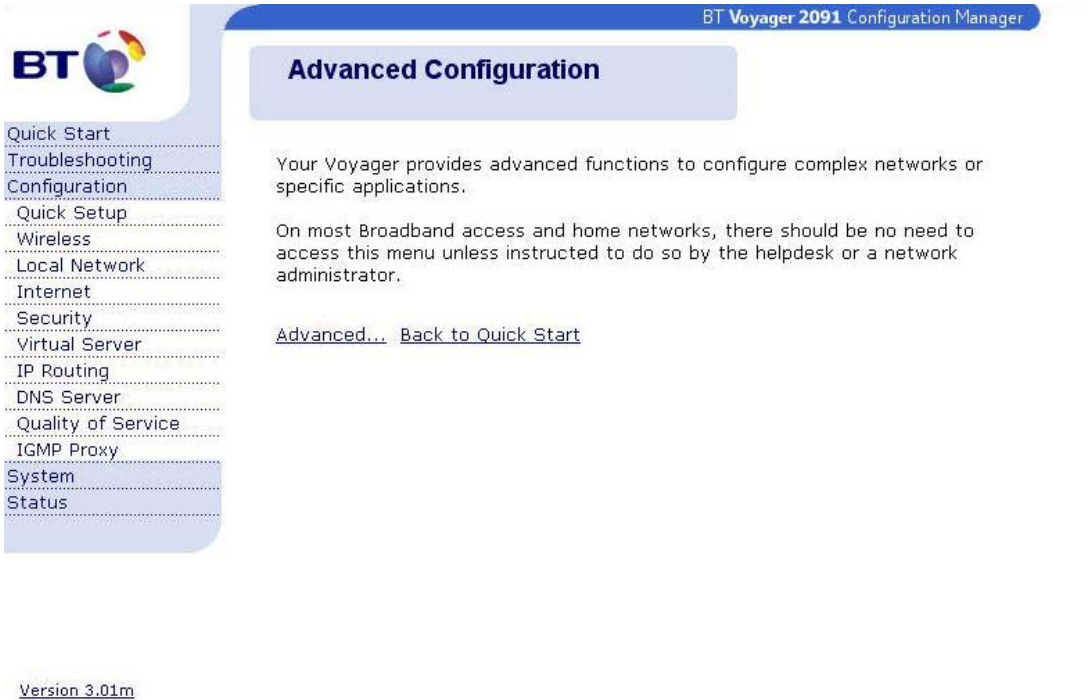
Open Internet Explorer
Enter the router IP address **192.168.1.1** (Router IP) in the **Address Bar**

BT Voyager 2091 Configuration Manager
BT Voyager 2091 Wireless ADSL
Welcome to your BT Voyager
Quick Start
Troubleshooting
Advanced...
Your Voyager is connected to Broadband and you can now surf the Internet.
Connection Status
Refresh
Online Time
22 hours 6 mins 20 secs
Data Transmitted
793539456 bytes
Data Received
107087664 bytes
More details can be found in the Advanced...|Status menu.
Disconnect
Clicking Disconnect will close down your Broadband connection. This will affect all computers currently connected.
Version 3.01m

Click on **Advanced**


BT Voyager 2091 Configuration Manager
Advanced Configuration
Quick Start
Troubleshooting
Advanced...
Your Voyager provides advanced functions to configure complex networks or specific applications.
On most Broadband access and home networks, there should be no need to access this menu unless instructed to do so by the helpdesk or a network administrator.
Advanced...
Back to Quick Start
Version 3.01m

Click on **Virtual Server** under **Configuration**

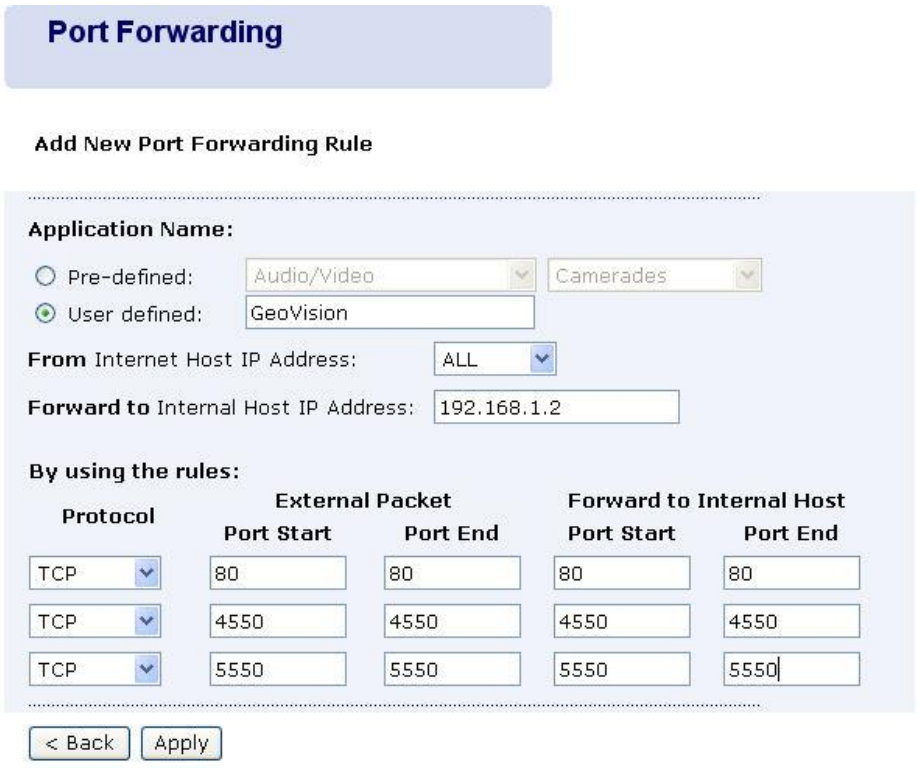


Enter the **User name** and **Password**
Default User name **admin** default Password **admin**
Click on **OK**

Click on **Port Forwarding** on the top banner

Click on **Add** near the right side of the page
Click on the **radial** next to **"User Defined"**

Name the service **"GeoVision"**
Enter the **IP address to forward** to (GeoVision system) **192.168.1.2**
Enter the port numbers as below
Click on **Apply**

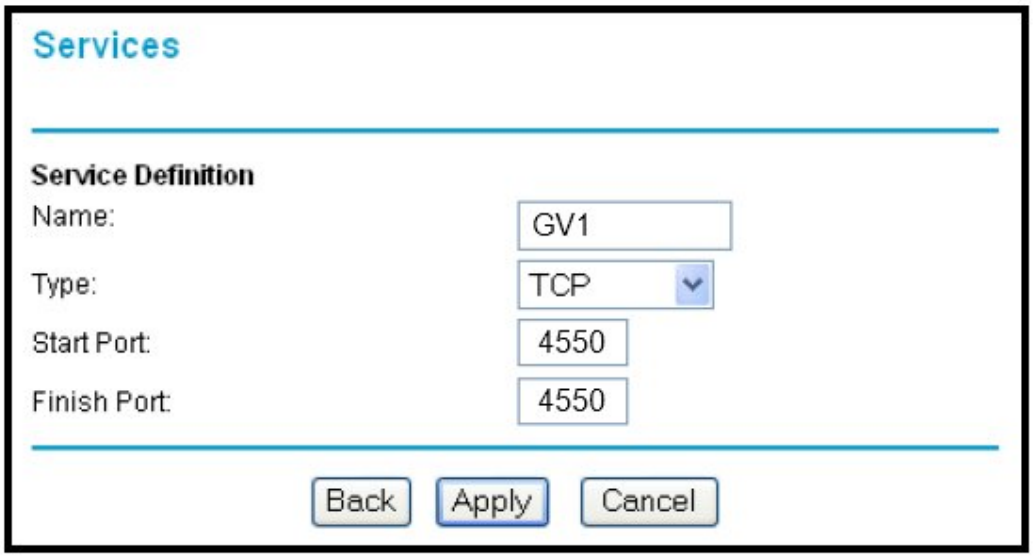


Example 2
Netgear DG834

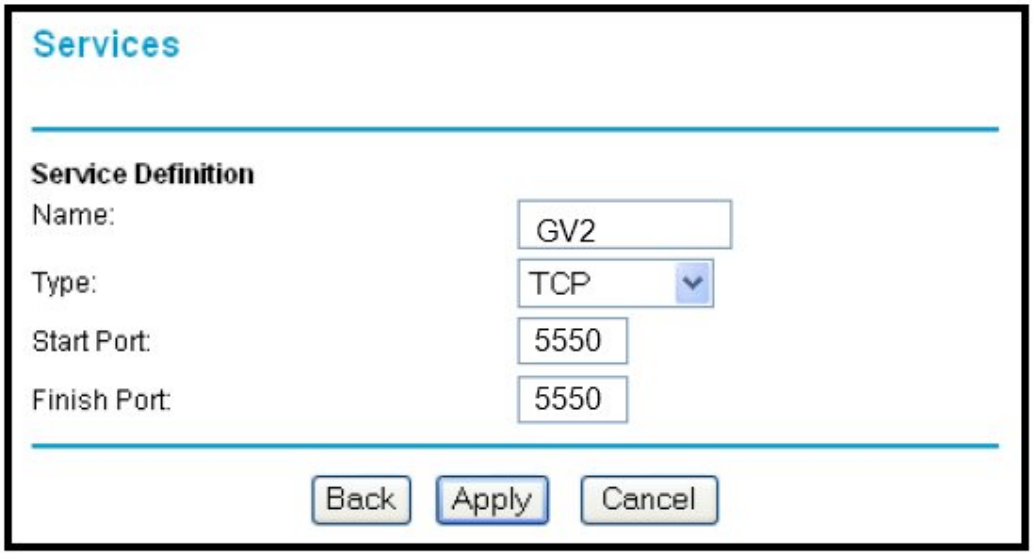
Open Internet Explorer
Enter the router IP address **192.168.1.1** (Router IP) in the **Address Bar**
Enter the **User name** and **Password**
Default User name **admin** default Password **<blank>**

Click on **Services** under **Firewall**
Click on **Add Custom Service**

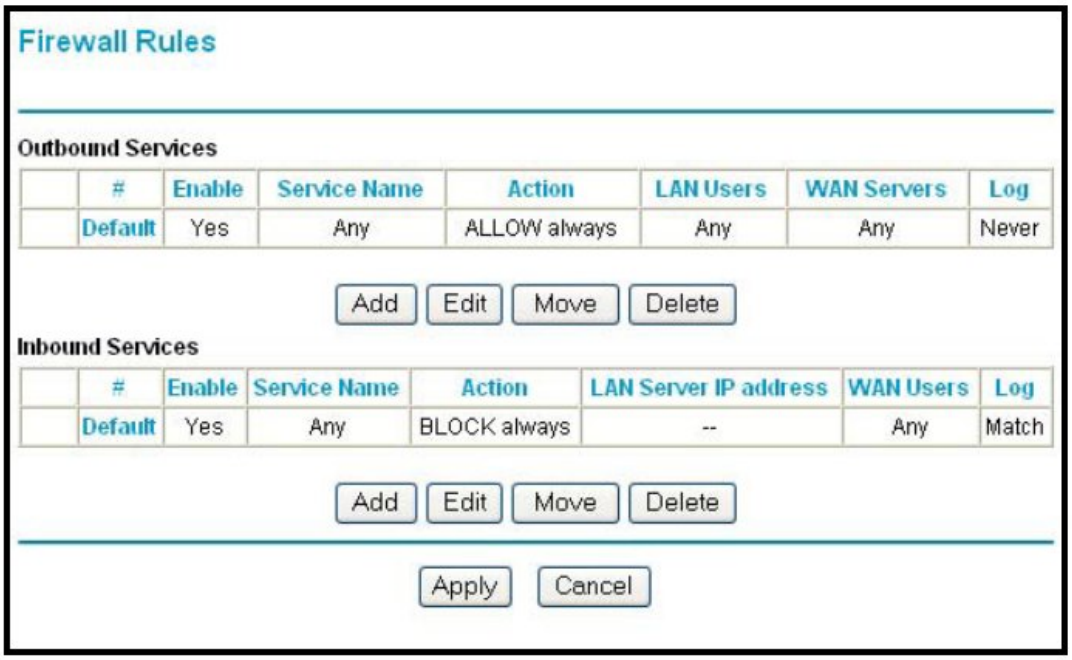
Create a service for **4550**
Name the Service **GV1**
Set Type to **TCP**
Set Start Port to **4550**
Set Finish Port to **4550**
Click Apply



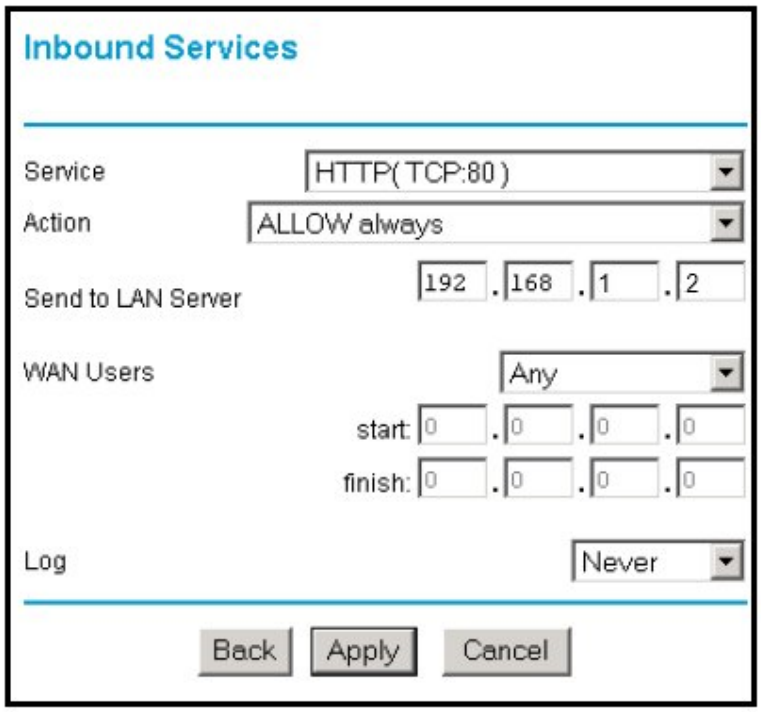
Create a service for **5550**
Name the Service **GV2**
Set Type to **TCP**
Set Start Port to **5550**
Set Finish Port to **5550**
Click Apply



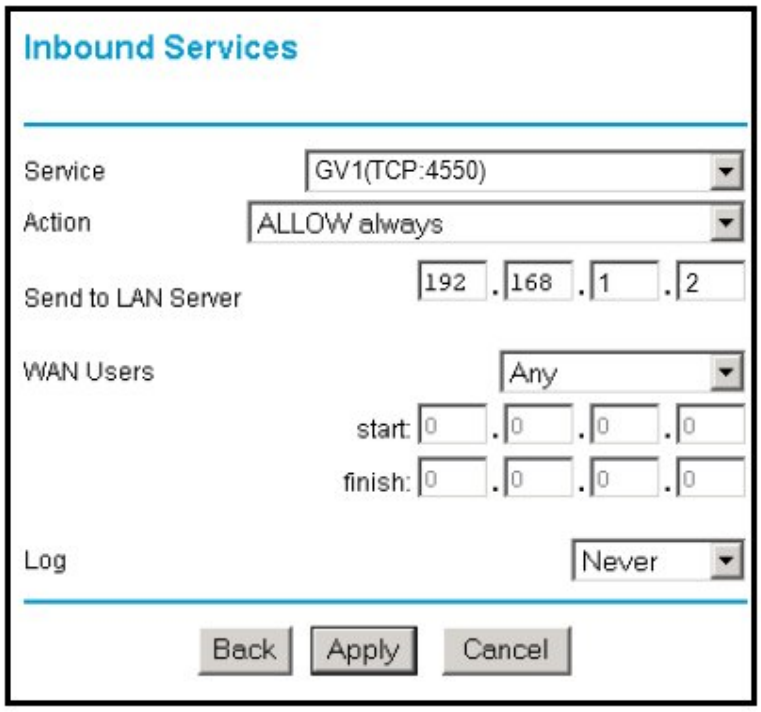
Click on **Rules** under **Firewall**
Click on **Add** under **Inbound Services**


Firewall Rules
Outbound Services
Enable Service Name Action LAN Users WAN Servers Log
Default Yes Any ALLOW always Any Any Never
Add Edit Move Delete
Inbound Services
Enable Service Name Action LAN Server IP address WAN Users Log
Default Yes Any BLOCK always -- Any Match
Add Edit Move Delete
Apply Cancel

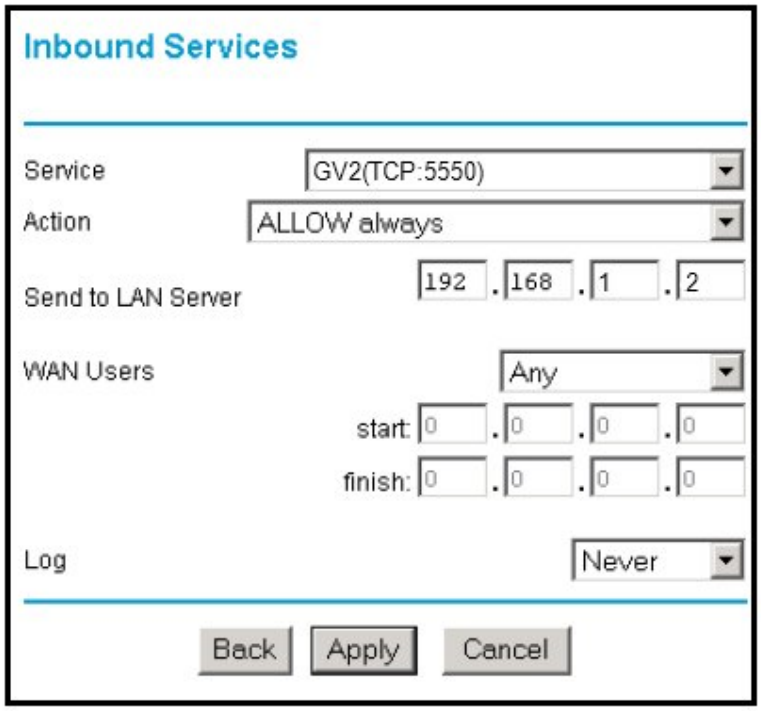
Type the following
Click on **Apply**


Inbound Services
Service HTTP(TCP:80)
Action ALLOW always
Send to LAN Server 192 . 168 . 1 . 2
WAN Users Any
start: 0 . 0 . 0 . 0
finish: 0 . 0 . 0 . 0
Log Never
Back Apply Cancel

Click on **Add** under **Inbound Services**
Type the following
Click on **Apply**



Click on **Add** under **Inbound Services**
Type the following
Click on **Apply**



Click on Apply

Version 8 WebCam User Guide

Introduction

This guide will walk you through the basics of using GeoVision WebCam, both Single View and MultiView

Also at the end of this guide you will find help with troubleshooting connection problems.

Connection to your site's GeoVision CCTV

Open Internet Explorer
In the Address Bar, type in the address of your GeoVision system

From the LAN

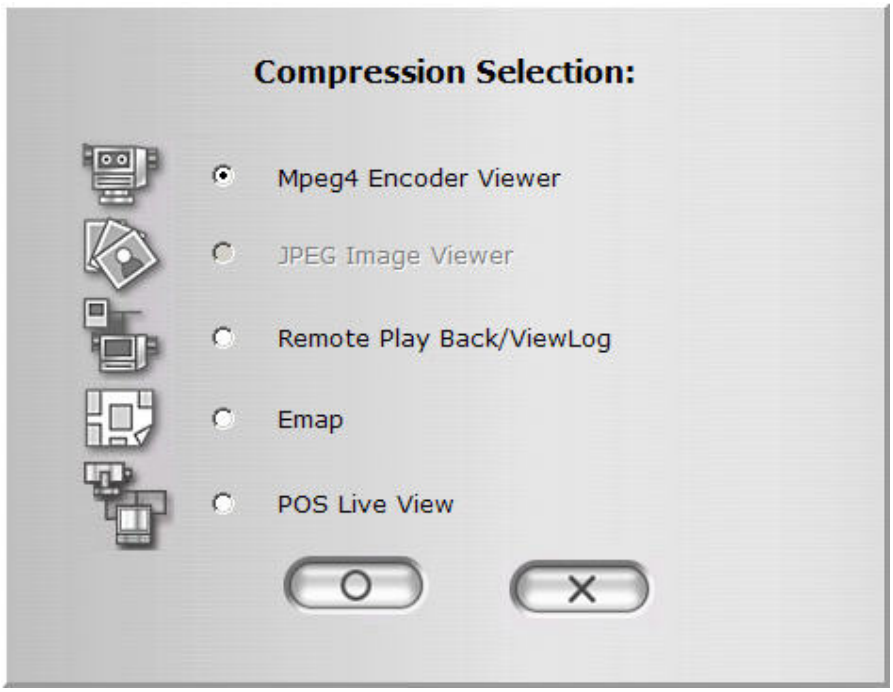
Type the local IP address of your GeoVision system

From outside the LAN (Internet)

Type in the dipmap (DDNS) address, or external IP address of the GeoVision system

Front Page

The Front Page has several options

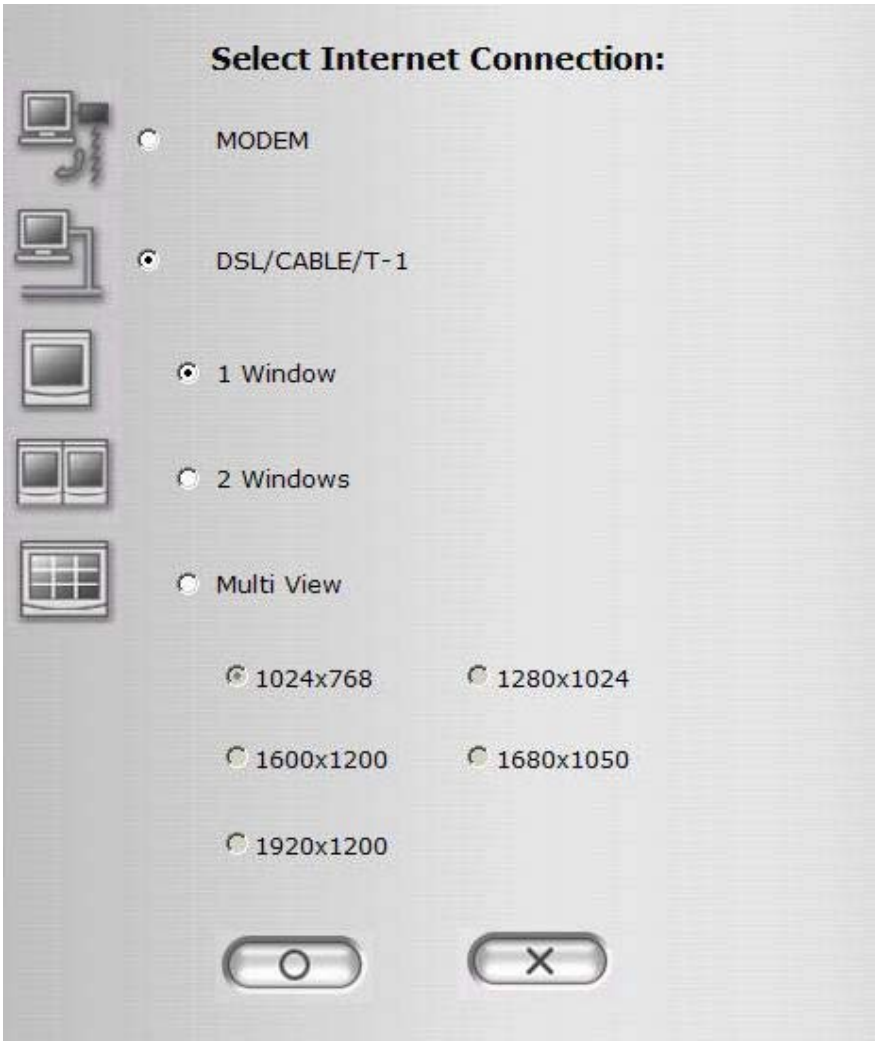


Mpeg4 Encoder Viewer
For live streaming images
JPEG Image Viewer
For live static images
Remote Play Back / Viewlog
To backup and view recorded footage
Emap
To view the cameras view a map of the area
POS Live View
To view live Point of Sale data

Live View of Cameras

Click on the Submit button
If asked to install an ActiveX control, please install it.
From the next screen, select DSL/CABLE/T-1

Your options are as follows

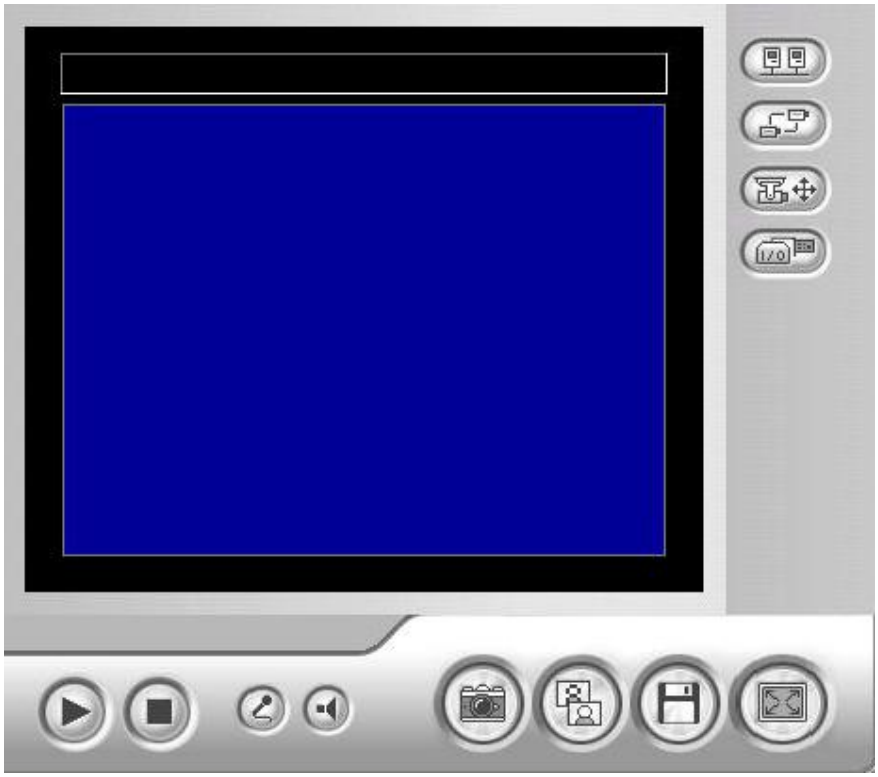


1 Window
Single WebCam view
No client to download
You may view one camera at a time.

MultiView
MultiView WebCam view
Small client to download, for the first viewing on the desktop PC
You may view up to 16 cameras at one time from multiple sites
Choose the resolution that matches your desktop PC resolution

Choose one of the above and click on the Submit button

Single WebCam View



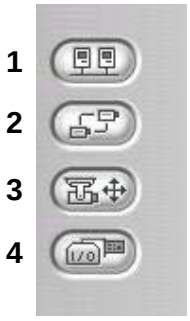
Click on the Play Icon to login

Enter Username and Password
Click on OK

Interface Controls

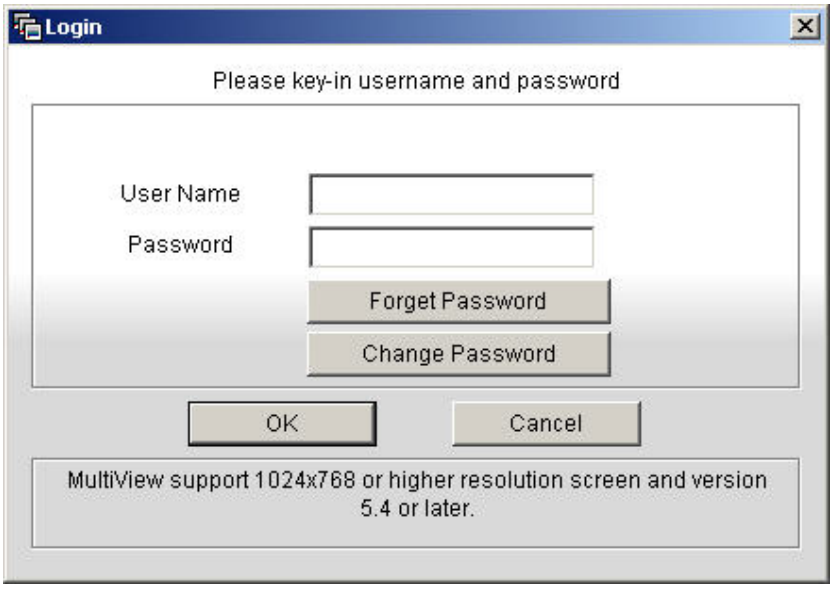
1 2 3 4 5 6 7 8

1 Login
2 Logout
3 Microphone Enable – Send Audio
4 Speaker – Receive Audio
5 Snapshot – Save Live Jpeg Image
6 Change Live Video Quality
7 Save Live Video to Local PC
8 Fullscreen



1 Option – Change Colour settings, Setup Alarm Notify, Change Datarate
2 Change Camera
3 PTZ Control
4 I/O Control

MultiView WebCam



Enter Username and Password
Click on OK

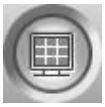
You will be presented with the default 4 camera view of the GeoVIsion system

Interface Controls

Quad View

8 Camera View

16 Camera View



Full Screen

Camera Scan

Add to Camera Scan

Remove from Camera Scan

Zoom In

Zoom Out

Host Information

Camera Status

Add Host

Settings

Launch Remote Viewlog (if installed)

Save Custom View

Minimize / Exit

PTZ Controls

I/O Controls

Take Snapshot

Change Quality

Record Video to Local PC

Logout

Login

Microphone Enable – Send Audio

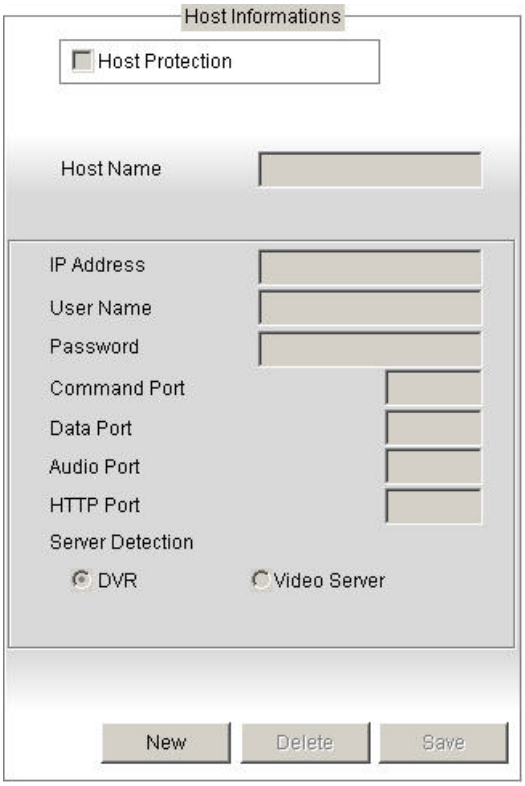
Speaker – Receive Audio

Setting up Additional Server Connections

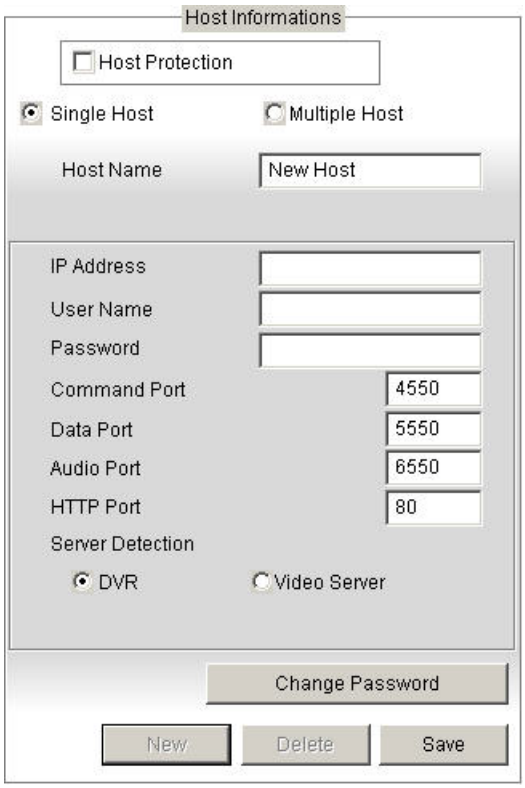
You have two options

1. Add a conventional GeoVision system to your list of servers
2. Create a Custom “Server” with cameras from several different systems

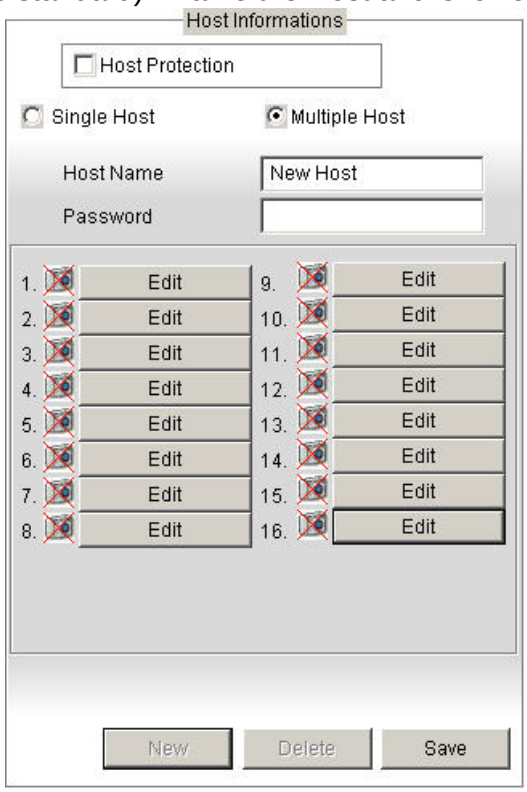
Click on the Add Host button



You must then select whether it is a Single Host you want to add, or a Multiple Host (cameras from several different hosts)

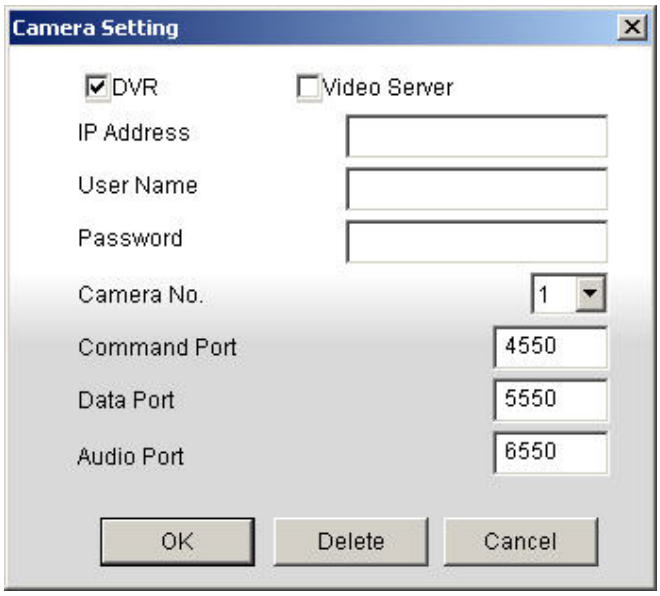


If it is a Single Host, then simply enter the IP address, Username, Password and Ports (if not the standard). Name the Host and Click on Save



If it is a Multiple Host you must enter a Host Name and Password for the Host. You then need to add the specific details for each Camera, Click on Edit.

You then need to enter the IP address, Username, Password and Ports (if not the standard). Click OK after entering each camera.



Once completed for each camera, click on Save.

Importing and Exporting

Once you have added all you Hosts, then you can export them to a file, and import them into other setups of MultiView, just by clicking on Import, and locating the exported file.

Troubleshooting

I cannot get to the Home Page of my GeoVision System

Ensure that you are doing the following:

- Make sure that the WebCam Server service is running on the GeoVision system
- If you are on the same network you must use the LOCAL IP address of the GeoVision system to connect, and not the dipmap or WAN IP address.
- Make sure that you are using Internet Explorer and not Firefox or Opera
- If you have changed the HTTP port under the WebCam Settings you will need to add this to the address bar, for instance if you have changed HTTP to 8080, you will need to type in the following: **http://ipaddress:8080** Note – You need to manually put in the http:// and then a colon(:) with the port number afterwards
- If you are outside the network, please ensure that your router has been setup correctly for port forwarding. This is covered in the WebCam Setup Guide.

I cannot select my connection speed, the options are greyed out.

This is most likely due to the ActiveX control for the WebCam not being installed correctly.

Please do the following:

- Make sure that you have Local Administrator Rights on the PC you are on (Only for the first time you connect)
- There may be a bar at the top of the screen, asking you for permission to install an ActiveX Control, if this is the case, select it.
- You should add the GeoVision server to a list of trusted sites.
  Go to Tools > Internet Options
  Click on the Security tab
  Click on Trusted Sites
  Click on the Sites button
  Untick the box at the bottom of the screen
  Type in the site address and click add, then close
  Click on Default level at the bottom of the screen.
- You may have partially downloaded the ActiveX Control, or it could be damaged. To delete do the following;
  Go to Tools > Internet Options
  Click on Settings under Browsing History
  Click on View Objects
  Click on OCXDownloadChecker and hit the delete key
  Click on DownloadFileControl and hit the delete key
  Close the Window
  Click OK
  Click the Advanced tab and click on Restore Advanced Settings

I cannot successfully login to the GeoVIsion PC

- If you are running a recording schedule on the GeoVision system, please ensure that you have Remote View ticked in the setup period of the schedule.

- Please ensure that TCP port 4550 is forwarding correctly. More on this can be found in the WebCam Setup Guide
- Please check the username and password you are using is correct. Also please ensure that the account you are logging in with has rights to view the WebCam. In troubleshooting this issue, please login with the Supervisor username and password

I can login, but I cannot see any pictures

- Ensure that the account you are logging in with has rights to view the selected camera. In troubleshooting this issue, please login with the Supervisor username and password
- Please ensure that TCP port 5550 is forwarding correctly. More on this can be found in the WebCam Setup Guide
- It may be an ActiveX Control issue, please follow the instructions under the question "*I cannot select my connection speed, the options are greyed out."*